

the portions of the award received for the respective suggested solutions.

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### ABSTRACT

For interactive problem solving for the Internet (28), problem formulations (5) are inputted by problem formulators (1) into the Internet (28) to a central problem-solving platform (2). Other participants, so-called idea providers (3), can input suggested solutions (4). In this connection, the problem formulator (1) or a system presenter (8) has control tools (6) available that make possible a targeted individual awarding of motivation points or award prizes to the idea providers (3). To guide the development of the problem solving, the awarding of motivation points (13) or the awarding of prizes (12) can be varied in the course of the development of the suggested solutions (4) by the problem formulator (1) with respect to the allocation to other idea providers (3). In this connection, there are several levels, namely a public problem-chat-type level, a professional level in which companies (21) can solve problems affecting them by

selected competent authorities (22) and an internal company Internet level that can be utilized by companies in the context of the continuous improvement process or in accordance with a company suggestion system.

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